

Monthly Report: June 2013

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions for FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Running Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December	275	306	2013
January	313	392	2326
February	243	278	2569
March	297	370	2866
April	270	250	3136
May	234	278	3370
June	184	359	3554
Totals	3554	3421	3554

Number of chat sessions accepted			
Month	FY 13	FY 12	Running Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December	161	230	1311
January	184	285	1495
February	191	298	1686
March	163	317	1849
April	238	267	2087
May	242	232	2329
June	188	212	2517
Totals	2517	2669	2517

Number of answers sent (email)			
Month	FY 13	FY 12	Running Total FY 13
July	195	55	195
August	223	70	418

September	180	66	598
October	184	95	782
November	134	62	916
December	192	116	1108
January	226	116	1334
February	170	96	1504
March	226	105	1730
April	179	79	1909
May	180	59	2089
June	154	183	2243
Totals	2243	1102	2243

Chat sessions requested per library (=per chat form link) for June2013:

The Delaware Division of Libraries:	83
Dover PL:	10
Georgetown PL:	4
Lewes PL:	6
Milton PL:	4
Seaford PL:	2
South Coastal	5
Sussex:	2
Greenwood	2
Millsboro PL:	1
Selbyville PL:	2
Laurel PL:	8
Rehoboth Beach PL:	4
Del Tech:	0
Delmar PL:	1
Wilmington U:	0
New Castle County:	52
Smyrna	0
Bridgeville	1
Spanish Service	0*
Total:	184

(*Spanish service ended in March 2013; the Delaware volunteer librarian no longer provides coverage. When we can re-establish 2 hours of Spanish coverage a week, QuestionPoint’s 247 Cooperative will reinstate 247 Spanish coverage for Delaware.)

B. 21 Provider Libraries

Our list of provider libraries includes:

BRIDGEVILLE PUB LIBR
DELAWARE DIVISION OF LIBRARIES (includes library volunteers)
DELMAR PUB LIBR
DOVER PUB LIBR
GEORGETOWN PUB LIBR
GREENWOOD PUB LIBR
LAUREL PUB LIBR
LEWES PUB LIBR
LIBRARY FOR THE BLIND AND HANDICAPPED (Delaware Library Access Services)
MILTON PUB LIBR
MILLSBORO PUB LIBR
NEW CASTLE COUNTY PUB LIBRARIES
REHOBOTH BEACH PUB LIBR
SEAFORD PUB LIBR
SELBYVILLE PUB LIBR
SMYRNA PUB LIBR
SOUTH COASTAL PUB LIBR
SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM (Wilmington, Stanton, and Owens Campuses)
WILMINGTON UNIVERSITY LIBRARIES

DELAWARE LAW LIBRARIES (SUSSEX, KENT, NEW CASTLE COUNTIES)

C. Trainings, Meetings, Presentations

The Delaware Library Town Meeting was held on Thursday, June 6 at the Dover Public Library. Topics included Sirsi overview (and what's coming) and consultant Carson Block's presentation of Delaware Library technology - now and near future.

New AaLDE chat/email/liason training was held on Thursday, June 13 at the Bear Branch Library.

QuestionPoint's series on Best Practices for VR was on Friday, June 14 from 12-1pm (Eastern). This was the first of four in the series of free webinars.

Reference Workshop provided by Dan Ream on resources for community development (organized by Dewey) was held on Thursday, June 20 at the Delaware Public Archives/DDL Training Center.

Volunteer librarian Mary Somers was trained on Friday, June 21.

One-on-one liason training with Georgetown Public Library/Bonnie Bly Elliott was on Friday, June 21.

BTOP Ready Reference for Job Seekers workshop featuring Learning Express was held on Tuesday, June 25 at the New Castle Branch Library.

Cathay attended Evanced Training on Wednesday June 26.

Cathay attended ALA Annual (Chicago) from Thursday June 27 through Monday July 1. Highlights included: Slam the Boards forum discussion (final of three part workshop), Data Sets/Stats, updated Pew report information presented by Lee Rainie, Affordable Health Act focus, RUSA/RSS events and workshops, poster sessions, and networking with colleagues (including QuestionPoint/OCLC) and library leaders. Cathay also met with U.S. Immigration and Learning Express CEO to explore options for in-person training in Delaware for Reference Services Group.

D. **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> for Discussion forums, Committee work, and sharing of resources

E. **Upcoming:**

New Staff Training for Ask a Librarian Delaware is being offered (chat/email) and for new liaisons in July, at the Bear Branch Library (New Castle County) and Dover Public Library (Kent County).

New Castle County is separating their SUP into individual branch institutions (SUPs). Liaison training is almost complete as SUPs are now finalized. Some website presences will need to be updated, including Delaware Library’s site – to provide a portal of “ways to contact” options for patrons (not just chat) that includes the Qwidget, email, telephone, etc.

F. **Patron surveys and comments** for June 2013

There were 24 surveys received.

(Some fields are not answered on surveys. Some surveys received are from patrons outside of Delaware who worked with a Delaware librarian.)

How satisfied were you?	Satisfied: 18	Somewhat satisfied: 2	Not satisfied: 0
Is this your first time using an online VR service?	Yes: 13	No: 6	
Staff Quality?	Excellent: 14	Good/Average: 6	Poor: 0
Ease of use?	Very Easy: 14	Easy: 5	Difficult: 0
Found AaLDE via:	Library website: 11	Surfing the net: 1 _____ Newspaper/Radio/ TV/Billboard: 0	Librarian Public Lib.: 2 _____ School librarian/teacher: 1

(Note that there are more survey questions and options for each question provided to patrons than what is indicated here.)

Customer Comments:

“Love the 24/7 chat!!”

“I heard of the poem I was looking for mentioned on a television program.

I tried going to the library to find it then went on-line to my library account to see if I was able to locate it. Since I wasn't able to do that I went to "ask the librarian" & she was able to locate the poem I was looking for, the book it was in then have it go to the library of my choice. How great is that!!

I will definitely use this site again.”

“Love the idea of being able to read library books on my Kindle. I'm saving so much money from Amazon. Keep up the great service, I can get a book 24/7 just by going online.”

“Cool beans! Bonnie at the Georgetown branch is the bomb!”

“Renne from Delaware answered all of my questions. She is a "keeper." I hope that you guys will acknowledge her for her outstanding research skills. She helped some of my fellow students develop their opinions on the French and Indian War. (Seven Years War)

“Love having a live chat option!!”

“It was a very positive experience. The librarian was great.”

G. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2012-13: Questions asked per Dewey category through chat, email, and IM (see detailed descriptions below chart)

Month	000 Generalities (ebook, computers, comp. help)	100 Philosophy and Psychology	200 Religion	300 Social Sciences (education, law, govt.)	400 Language (ESL, grammar, literacy)	500 Science (math, physics, bio., chem., earth sciences, STEM)	600 Applied Science (tech. construct., pets, health, cooking)	700 Arts & Sports	800 Literature (fiction and reader's advisory)	900 History and Geology (travel, biography, geneology)	Total
June 2012	3	5	1	16	0	7	14	3	12	16	77
July	47*	2	0	22	13	10	11	0	7	25	137
Aug	91	19	1	17	9	14	10	3	7	22	193
Sept	101	4	1	29	8	27	13	3	3	29	218
Oct	62	4	0	34	22	14	13	5	14	32	200
Nov	67	5	0	23	15	15	9	3	2	16	155
Dec	105	6	0	13	11	17	16	6	3	26	203
Jan 2013	101	3	1	28	9	16	15	7	5	53	237
Feb	89	0	0	19	13	20	17	9	11	41	219
Mar	79	2	2	25	17	22	18	5	8	37	215
Apr	79	1	3	27	11	19	18	5	11	41	215
May	87	0	2	20	10	9	19	8	6	35	196
June	80	0	0	10	13	9	8	3	10	20	153
Totals	991	51	11	283	151	199	181	59	99	393	2418

*ebook questions that require explanation and/or instruction are included, beginning July 2012

Some top reference questions for June

“I need to know what percentage of people are living below the poverty line in Laurel, DE”

“I am a graduate student at Eastern Kentucky University in the criminal justice masters program. I am assisting one of my professors with research pertaining to the use of police dogs and am wondering if you may be able to help me with something? He is interested in an incident in March 1959 in which police dogs were brought in to control a group of whites (approx. 300) who were protesting a black family moving into a Collins Park community. I am wondering if your library archives has any old newspaper articles referencing this event and, if so, how we could go about accessing microfilm or digital pdf files of them? I am looking at this academic article which references the event on page two: <http://k9.fgcu.edu/articles/Chapman2.pdf>. Also, any other information that you could give me on how I could access this information would be greatly appreciated. Thank you for your time and I look forward to hearing back from you”

“what does B.C.E mean?”

"I was wondering if someone could help me with turabian citations?"

"Please help me get some materials on Rhetorical analysis of Alice Walker's Beauty: When the other dance is the self"

"hey i am trying to find articles thats related to the stroop test, can you help?"

"culture change in marriages and premarital se since 1960s"

"Do u guys have computers there if so is it free and what can of programs does it have"

"I need a picture of a cell with all of the names of what is in a cell?"

"I'm trying to find a poem called "Dreamland" written by Lewis Carroll. I heard this poem read on a program on tv."

"Is there a grant resource section of the library?"

"why is fox five news a credible source? and what is its background"

"While trying to install Overdrive for windows 7 I get a message that says "a required dll is missing" and to contact support, I re-downloaded the software and it happened again, any idea why this is happening I tried running the msi as an administrator also with the same result"

"how can i obtain a library card without coming into the library? im more so interested in ebooks for the kindle"

"Hi, I'm looking for a YA book. I read it several years ago and I can't remember its title or the author. I'm desperate to find it so I can read it again. Is there anyway you can check the records of the books I've checked out on my library card? But the book is about a group of boys who meet at a (boarding) school and become friends, eventually realizing they have powers. It's a short book with the word "effect" in the title I believe but I'm not too sure. There's a sequel to it also. That book is about the group of friends going on the run as an evil man seeks to capture them. I hope you can assist me in finding the books!"

"I need to find a movie or tv show that involves math, can you help me?"

"I need help citing something...can you help me?"

"Describe the colonists' role in the French and Indian War, and indicate the consequences of the French defeat for Americans."

"Is there a way to return an eBook?"

“How many types of spiders can be found in Illinois?”

“I want to get a vanity plate when I get my car registered in DE. What options do I have and will I be able to get my vanity plate right away at registration?”

“I’m writing to you in order to be in contact with Lewes children library. I’m a Spanish woman who is going to spend some days in August (1st-12th) in Lewes with my two daughters, Claudia and Olivia (10 and 8 years old). It’s not our first time Lewes, we have very good friend living there, but it’s our first time living we three independent. We love the town and the people.

I’m trying to organize a nice time, living Lewes in the most common way, organizing some activities to meet other children (and parents) not only to improve the language but for meeting other people also.

I have seen the events in the library and think it can be really interesting for us. I would know how can I apply to take part in some events. I’m interested in:

Literacy Education Assistance Pups (we are very interested)

Children's SRP - Miss Jackie

Children's Garden Story Time

I’m not sure if the Spanish Conversation Group is also able for children. We don’t mind to go if you think it can be interesting for people going there. It will be a pleasure.

We have also thought that, if you are interested, we can take some Spanish children books we are not using to the library (as much as flying company allow us!!)

We thank any other suggestion you could do to us, about other events for children in the town.

Many thanks in advance.

I look forward to hearing from you.”

“i have very much pain in my head or you can in brain... i feel this pain from my last 5-6 month on regular interval.. now a days its increasing... 3 months back i refer a doctor he told me it normal muscle pain... can you tell me more about that.. ?”

“Good morning. I hope you can help me. I'm writing an article about royal people in the past who doubled as pranksters, but I'm uncertain what constitutes the term "royal." For example, John Montague was the 2nd Duke of Montague, as well as a notorious practical joker. I would love to be able to include him in my study, but I don't know if a duke is considered royalty. Also, Sir Michael Duff was the godson of Queen Mary and a baronet, but I don't know about his status as a royal.”

“I would like to find out which company sells the grey comforter shown on the Winter 2013 issue of Lowe's Creative Ideas. This publication comes in the mail from Lowe's the hardware store.”

“Will my PS3 PSN carry over to the new PS4? “

“where can I go to shred old documents?”

“Is the website experiencing problems? I tried to use the online catalog and it is not working.”

“how was Jackie Robinson a hero?”

"what is the 3m cloud reader??"

"Hi. I need a help with accounting project. is it possible to get a tutor for accounting in library?"

"I placed a hold, received an email about my epub book. It will download but not open and says it is corrupted. Book is Beware this boy by Maureen Jennings"

"I want to say in a paper that playing the game of politics has trumped true public discourse. Whats a good word to signify the "game of politics" in a paper?"

"can I get a book that is on the shelf at the UD library through my local Library (Dover)"

"I have attempted several time to download to my iPod and have filled my allotment, but, I cannot transfer to my iPod. Finally I received a notice that it will not transfer. Please help. When you were using OneClick I had no problems."

"I downloaded the DLC app for my smart phone, it asked for my Library card number and my pin, I typed both in and it says invalid log in. Please help with this problem."

"What was life like for children in the 1800's?"

"Looking for wholesome book for my 13 year old daughter. She is a Wendy Mass fan, but has read all of her books already. She has read and liked the Harry Potter series. She wants some fun, upbeat, innocent summer reading. We have gone over all of the "classics. She has already read a number of them. Others, like The Great Gatsby, Little Women and Robinson Crusoe, she is not interested because they are "classics". She is definitely a "pick the book because of the cover" type of reader."

"I'm trying to find out an email address for the New Castle County, Delaware, Sewer Dept. so I can send a thank you email for some work they did. Can you help me?"

"Do you run a program that includes people recording children's stories so that children can call in and listen to the stories being read?"

"What was the population of Dover, Delaware in 1954? Thank you."

"do parent's have access to their kids library borrowing history?"

"Can I have a college exam proctored at the library?"

"How do I add additional Authors to My Favorites list?"

"Is there book donation information on your website for your book drop every second saturday?"

"I need information on the architect for the library building"

"How does obesity effect the function of elevators?"

"In Acaademic Search Database, if I find an article without full text, but I want to read the article, how can I do that?"

"What type of programs do we have for students preparing for the SAT in high school? Thank you!"

"do you have any bookd on patty hearst"

"can I get bike maps of Delaware and ;Aryland in the library ?"

"Could you give me some information on present day voting?"

"how do i get magnification back to normal?"

"I was told in person [by a free Delaware tax prep aide] I would get a federal refund of about \$80+, but nothing came. I tried many times to return the call of whomever in DE was trying to reach me re this: Their msg to me was wrong:, as it said I am a dependant... but that is NOT how I file. This DE office never once returned my reply call. Can you help?!!

Thank you. P.S. I accidentally tore off the numbers off the bottom of my state refund: Do you know what I can do about it?"

"how does the Summer reading program suppose to work. In other words, what is suppost to be submitted in the children activities section. is it everything that you have done such as: attend a library program, book the child have read, the activities , audiobook etc.."

"can u find me a web with all the characters on the book "leepike Ridge"'"

"i need more information on why ashley judds decided not to have kids with her husband"

"I am in the 6th grade and have a 5 page report on the Ocelot subspecies the Leopardus pardalis steinbachi and need some help on research"

"Do you know which library locations offer scan-to-computer services? I'm looking to scan some of my own documents so I can email them to someone."

"How do I download and use and ebook? how long can I keep it?"

"I need help refining a search term."

"When were glasses created?"

Dewey Types of questions - Details

- 000** **Generalities** (computer help, computer technology, questions about the e-book services)

- 100** **Philosophy/Psychology** (and self-help questions)

- 200** **Religion**

- 300** **Social Sciences** (education, law, financial, veterans, government, politics, folklore questions)

- 400** **Language** (ESL, grammar, and literacy questions)

- 500** **Science** (STEM*, mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs)

- 600** **Applied Science** (technology, health, engineering, pets, cooking, management, job hunting, home building and construction questions)

- 700** **Arts/Sports** (fine arts, architecture, home decorating, photography, music, recreation/ sports questions)

- 800** **Literature** (questions about fiction including readers' advisory questions)

- 900** **History and Geography** (genealogy, travel, and biography)

Fiction Common Genres and Codes to Use

Fantasy = F	Romance = R
Horror = H	Science Fiction = SF
Inspirational = I	Urban = U
Mystery = M	Western = W

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